(e) Mobile service providers have been asked to ensure that they meet the quality of service benchmarks prescribed by TRAI. Further, Government is taking following measures in this regard:

(i) Holding periodic meetings with the Mobile Service Providers.

(ii) Holding periodic meetings with Bharat Sanchar Nigam Limited (BSNL)/Mahanagar Telephone Nigam Limited (MTNL) and the Private Mobile Service Providers to facilitate provision of interconnection.

(iii) Continuous efforts to co-ordinate and release additional spectrum from existing users.

(iv) Pursuing with local authorities for expeditious clearance of cell sites.

Misleading promotional campaign by private mobile companies

4602. SHRI V. HANUMANTHA RAO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that rapid expansion of subscribers to private companies mobile phones has created a mis-match between the increasing subscribers and insufficient technical progress;

(b) the reasons for Government allowing companies unable to provide proper service to recruit new subscriber through misleading promotional campaigns;

(c) whether it is a fact that the frequent problems are call drops, erratic connectivity, bad voice quality, repeat dialling and general trends of excess billing even for failed calls; and

(d) the steps proposed by Government to issue public warnings and newspaper advertisements to counter the rosy pictures of private mobile telephony?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The mobile telecom network in the country is growing at a fast rate. The mobile

companies in India are using state of the art technology, comparable to that being used by leading telecom service providers across the world. The technology is not compromised while adding more subscribers. However, in order to meet the growing demand due to the rapid growth of the mobile services and for improving the mobile connectivity, the telecom service providers are to progressively augment their mobile network infrastructure and optimize the same.

(b) Telecom Regulatory Authority of India (TRAI) has directed all telecom service providers that no tariff plan shall be offered, presented, marketed or advertised in a manner that is likely to mislead the subscribers.

(c) The charging of call is effected immediately on answering by the called party when call is established. All the calls are charged for the usages based on the duration of the call and pulse rate in the subscribed plan. In the case of dropped calls the customers is charged for usages based on duration of the call and pulse rate in the subscribed plan.

In order to address customer concerns relating to metering and billing accuracy, TRAI had notified the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation 2006 on 21.03.2006. As per the regulation the service providers have to get their metering and billing systems audited and certified from any one of the auditors notified by TRAI and file the Audit report by 30th June of every year. They are also required to file with TRAI the action taken report on the audit report by 30th September of every year.

(d) TRAI has prescribed formats for Publication/advertisement of tariffs and also mandated display of tariff plan and their financial implication on the website of service provider in the prescribed format.

Relevance of postal department in IT era

†4603. SHRI RUDRA NARAYAN PANY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Department of Posts is going to be irrelevant in the present Information and Technology era in country,

†Original notice of the question was received in Hindi.